

Title: Update Report –Healthwatch Torbay

Wards Affected: All

To: Health and Wellbeing Board **On:** 5 June 2014

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1. Achievements since last meeting

- 1.1 **Patient experience platform (PEP) feedback centre** - Our new rate and review system, along with a brand new website, is now live (w/c 2nd June). During May we piloted the New Rate and Review Service which fulfils the 'patient-centred' care aspect of the 2012 Health and Social Care Act regulations, demonstrates transparency, confidence and credibility to patients and partner organisations; and will hopefully improve the quality of services using a comprehensive online experience platform for Torbay's health and social care partners to manage their patient experience. The tool allows the public to rate and review providers and share their experiences online via www.healthwatchtorbay.org.uk.

Discussions are also underway with Torbay Hospital, regarding the incorporation of a Family & Friends Test aspect to the rate and review system, and the rolling out of this engagement tool via the hospital.

We are also working with SMP, the South West Academic Health Science Network (SWAHSN) and NHS England following their interest in the system to roll it out across the South West Peninsula with other local Healthwatches. Meetings have been taking place to discuss moving this forward with Healthwatch Torbay being the project lead. Next joint meeting is scheduled for 5th June 2014.

1.2 **Summary Patient Feedback received** –

- Lack of communication between hospital departments, family & GPs;
- Questions around why only 1 IVF cycle is available locally;
- Long waiting times at Torbay A&E;
- Young adults being admitted following self-harming to children's ward;
- Worry over home carers losing jobs due to financial cutbacks.

Concerns received by Healthwatch Torbay are dealt with on an individual basis accordingly at the time of receipt, by way of referral to PALS, alert to safeguarding, signposting to an appropriate PALS team or another organisation.

All feedback was logged in our database, 2 referrals to SEAP and 1 PALS.

2. Challenges for the next three months

- 2.1 **Collaborative working** – As discussed in 1.1 above, our new rate and review feedback Centre is now live. Working together with partners to ensure the success of this pioneering, innovative new way of monitoring patient and public feedback to ultimately improve service quality is paramount.

3. Action required by partners

- 3.1 **PEP feedback centre** – We definitely believe that our new rate and review feedback centre (1.1) will help Torbay achieve improved service quality, whilst also ensuring the public are listened to and engaged with. Working together with partners to ensure the success of this ground-breaking tool is – we believe - of the utmost importance to the Torbay community. Any support you could provide; from signposting patients/public to the new feedback centre online; to looking into purchasing a 'widget' for your own sites, will be very much appreciated. The necessary significant behavioural shift to ensure success will prove difficult for us all, but will be ultimately extremely rewarding.